

# 2016-2021 Strategic Plan/Assessment

## Report for 2019-20

**Priority One:** Enhance teaching and learning through best practices, innovative programs, and high impact experiences that attract talented and diverse students and contribute to retention, extraordinary learning, the development of the whole student, and lifelong success

GOAL	OBJECTIVES	METRIC	STATUS	NOTES
Move towards an integrated care model of practice. (MEDICAL/CAPS/WELLNESS)	<i>Objective 1: Routinely screen students for depression using PHQ-9 at every visit.</i>	Tracking primary care visits and referrals, measuring the rate of counseling visits.	Ongoing. (Reviewed Sept 2019)	Consider new processes for PHQ-9 administration to avoid repetitiveness and technology difficulties. Documentation of follow-up and no show appointments are being made.
Utilizing technology to provide resources and links to education information for patient education (WELLNESS/CAPS/MEDICAL)	<i>Objective 1: Use SSJ, Collegian/online, social media, and connect with ASI to improve health education for students.  Look into developing a way students can ask health/wellness questions via secure portal or email.</i>	Track number of distributions.	Completed and Ongoing (Reviewed Feb 2019)	Consider a way students can connect more with providers via online (emails); track encounters/emails  Create short educational webinars/videos, explore chatbot and expand social media education campaigns.  Posting feedback link in exam rooms.
Implement the Let's Talk program to give students an alternative to coming to the counseling center when they need brief support (CAPS)	<i>Objective 1: Make contact with students in need of counseling services who may not utilize the Student Health and Counseling Center.</i>	Number of students who utilize Let's Talk in the Fall Semester	Completed (Reviewed Feb 2019)	
Students will utilize their reproductive life plan to decide upon a birth control method, (MEDICAL)	<i>Objective 1: Provide education to students to develop an individual reproductive life plan</i>	Provide education to a minimum of 50 students during the academic year with 30% of attendees	Ongoing (Reviewed Sept 2019)	Group birth education classes were explored and provided for one semester and then discontinued because students did not want to speak

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		scheduling a follow-up appointment with a provider.		<p>about their options openly with other students. More one-on-one appointments were created to allow for more individual appointments.</p> <p>The appointment process has been streamlined and made easier for students to make a health edu apt prior to meeting with a provider.</p> <p>Will explore ways to provide education around plan B by working with the pharmacy to enclose a handout with the RX.</p> <p>Explore more training for providers on IUC insertion</p>
Implement individual depression screening for students accessing medical services at the Student Health and Counseling Center. <b>(MEDICAL/CAPS)</b>	<i>Objective 1: Identify previously undetected mental health issues among students seeking medical services.</i>	Over 90% of all students accessing medical services will complete the Patient Health Questionnaire (PHQ-9) during their medical services appointment.	Completed (Reviewed Oct 2019)	
Identify health/wellness priorities (topic areas) on which to focus HPWS programming efforts to support student retention and a sense of belonging. <b>(WELLNESS)</b>	<i>Objective 1: Develop a decision-making matrix, with weighted evaluative criteria, to identify health/wellness priorities.</i>	A matrix put in place for HPWS program planning.	Completed. (Reviewed - Oct 2017)	Review again in 2018. Consider a rewrite of the goal to represent entire Wellness Services Department.

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**Priority Two:** Invest in a dynamic environment to attract, develop, and retain talented and diverse faculty and staff

GOAL	OBJECTIVES	METRIC	STATUS	NOTES
Enhance communication processes and operations. <b>(MEDICAL, CAPS, WELLNESS)</b>	<i>Objective 1: Creating and maintaining staff resources for better communication of policies and procedures.</i>	Content and material made available and presented to staff. Introduction of PowerDMS Software. Overhaul of website.	Completed (Reviewed Oct 2019)	ICM has strengthened student access to medical and mental health services in a very timely manner. Quarterly medical and CAPS meetings allowed for clear communication & discussions between the two groups. General Staff meetings have been improved. More regular CAPS/Medical meetings are occurring. Power DMS is implemented. Streamline policy review by moving it to Power DMS. Shared drive was cleaned up. Wellness/CAPS are working more closely together on education classes/workshops. Streamline onboarding for student volunteers immunizations.
To strengthen cultural competence among SHCC staff and faculty. <b>(MEDICAL, CAPS, WELLNESS)</b>	<i>Objective 1: Increase participation in cultural awareness activities and provide opportunities and training</i>	A minimum of three forms will be reviewed to ensure the use of inclusive language. Deaf culture.	Ongoing. (Reviewed Sept 2019)	Continue to provide in-services to all staff. Schedule changes. Calendar out events.

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<p>Provide opportunities for SHCC staff to participate in professional development experiences. <b>(MEDICAL, CAPS, WELLNESS, STAFF DEVELOPMENT COMMITTEE)</b></p>	<p><i>Objective 1: Maintain and improve professional competence among SHCC staff and encourage personal development.</i></p>	<p>During the academic year, 75% of staff will attend one professional development class, training, presentation, etc. (i.e., LEAD workshops, lunch and learns, EAT, and massages, etc.).</p>	<p>Completed</p>	<p>Have each department lead encourage staff to attend professional development classes.  CME funding is now available. Will continue to bring in medical experts throughout the year.  Suggestions include having teleconferences with UCSF-Fresno on some of their learning programs; we can also connect with Kaiser to see if we can access their medical conferences that are happening locally.</p>
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**Priority Three:** Align our physical and technological infrastructure to support a sustainable and welcoming campus environment

GOAL	OBJECTIVES	METRIC	STATUS	NOTES
Explore alternative health services and education for students. <b>(MEDICAL/CAPS)</b>	<i>Objective 1: Explore options of providing dental (referral options) optometry (mobile van), and chiropractic services to students.</i>	Identification of viable options for implementation of services.	Completed (Reviewed Feb 2019)	Created list of referral services in the area.
Provide services to students in an updated and welcoming environment. <b>(MEDICAL, CAPS, WELLNESS)</b>	<i>Objective 1 Update (remodel) counseling and clinic areas to make them clean, safer and more inviting to students</i>	Offices furnished	Completed.	
Utilize technology in more strategic ways to improve services to students and meet community practice standards in health care. <b>(MEDICAL/CAPS/WELLNESS)</b>	<i>Objective 1: Implement SureScripts software for the pharmacy and providers. Increase use of Point-n-Click application to include, but not limited to: exploring PNC web based messaging services to improve care between providers and expand communication between student and providers by allowing two-way messaging.</i>	Data will show increase % of students utilizing messaging services and web booked appointments.	Ongoing.	Need to update Family Pact template. Need to investigate other campuses to check on implementation challenges and solutions.  Investigate implementing two-way secure messaging between students and providers.  Explore two-way text response  Nutrition services and Birth control education are conducting phone appointments to better meet the needs of the students.

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**Priority Four:** Grow and develop collaborative and engaged community partnerships to increase support for students and the University

GOAL	OBJECTIVES	METRIC	STATUS	NOTES
Developing and enhancing campus and community partnerships. (MEDICAL, CAPS, WELLNESS)	<i>Objective 1:</i> Collaboration and partner with campus and other strategic partners in the community to assist staff to provide new services, locations and programming to students, including groups in collaboration with student housing, Student Support Services and Cross-Cultural and Gender Center.	Increase in strategic partners and NCHA percentages will move in a desired direction. Group attendance and feedback.	Ongoing. (Reviewed – Sept 2019)	Case Manager has improved campus and community relationships and will pursue County Mental Health partnership. ATOD Council is working on new partnerships and developing recovery program for students. PHA Coalition is a collaborative effort among many campus partners (REC, HR, student orgs, facilities). Through project partnerships/collaboration such as HIV awareness and prevention, sexual health education, medical services have strengthened relations/partnerships with campus and off-campus community partnerships.
Community Partnerships (MEDICAL, CAPS, WELLNESS)	<i>Objective 1:</i> Enhance community relationships and referral list	Number of available referral resources that meet Fresno State standards and have an active relationship with SHCC.	Completed. (Reviewed Feb 2019)	Diana has completed a referral resource list which is <u>continually being updated</u> .